SOFI PORTAL

Sofihub

User Guide

SofihubSofihub

ABOUT THIS GUIDE

This user guide is accurate as of August 1st, 2018.

At Sofihub we are committed to developing the best possible solution for those that need it. As such, we are continuing to work closely with care organisation and our customers to refine and improve Sofihub, and we will roll out updates to all users when they are ready.

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ACCESSING THE PORTAL
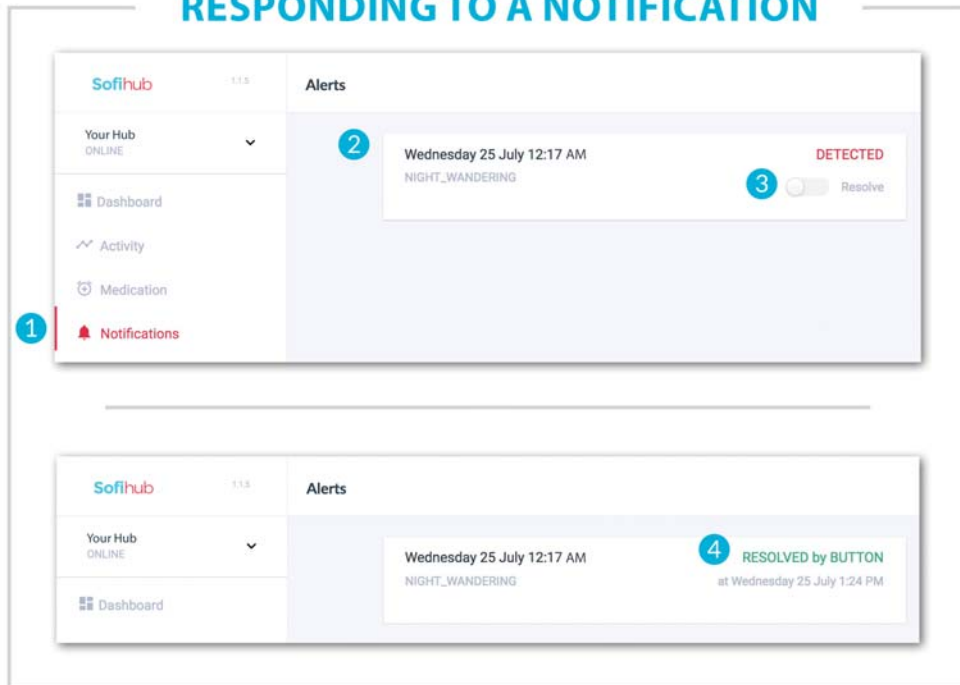
Responding on a computer or tablet

Log in to the Sofihub Portal at **https://portal.sofihub.com** using your preferred browser.

① Click on the **Notifications** tab on the quick menu to the left of your screen.

② You will see a list of alerts for Sofihub, when they were triggered and what the nature of the alert is, e.g; *NIGHT_WANDERING*

③ Once you have taken whatever action is necessary for the occupant, you can mark it as **RESOLVED** by clicking the **Resolve** button.

④ The status will update to display **RESOLVED by BUTTON** along with the timestamp that you responded.
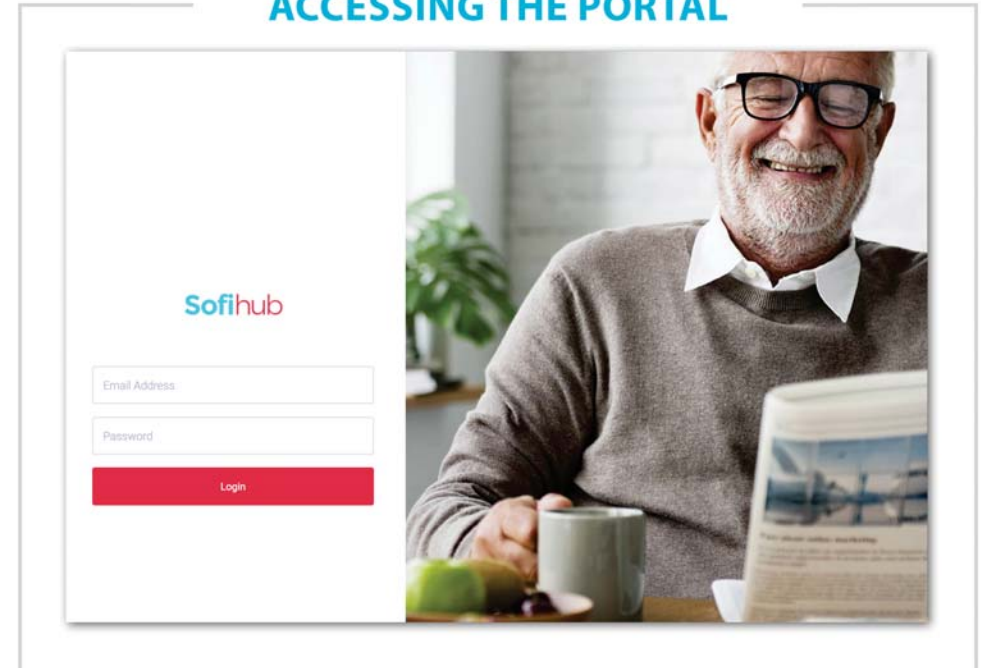
Welcome to Sofihub, the aim of this guide is to help you get the most out of our online portal.

As part of your welcome to Sofihub you would have received an Email from us containing your log in information and a link to the Portal, so with that on hand lets get started.

① From you web browser, go to: **https://portal.sofihub.com**

② Type in your **Email Address**

③ Type in your **password**

④ Click the **Login** button

DASHBOARD
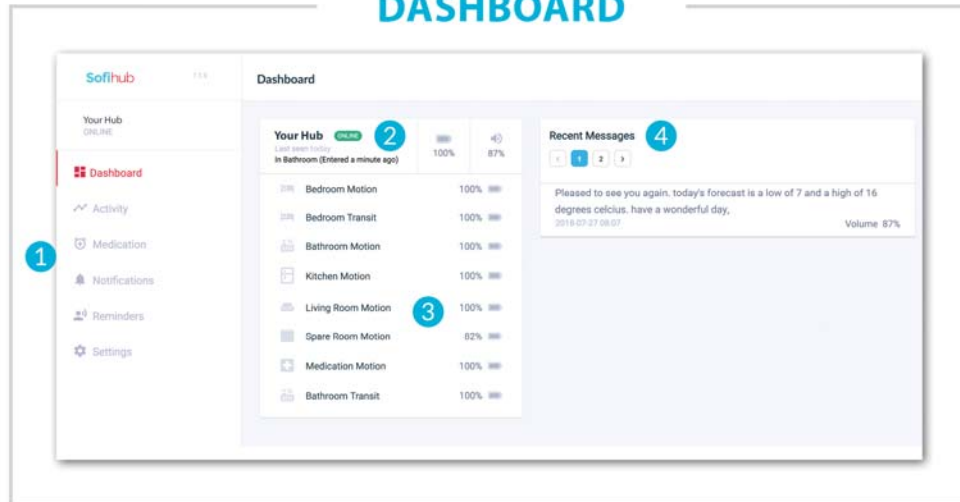
Once you have logged in you will be presented with this, your **Dashboard**. The Dashboard is your home screen for Sofihub and allows you to view all recent announcements that Sofihub has played, the battery life and connection status of your hub, as well as providing you with quick access to various functions and settings of your Sofihub unit.

① **Quick menu** links to the different functions of Sofihub.

② **Sofihub** connection status, current battery levels and volume. The 'Last Seen' information is displayed here as well, providing a near real time snapshot of where the resident currently is within their home.

③ **Sensor** location and battery status.

④ Recent **Sofihub announcements.** Here you will see any announcements that Sofihub has recently played.

MOBILE NOTIFICATIONS
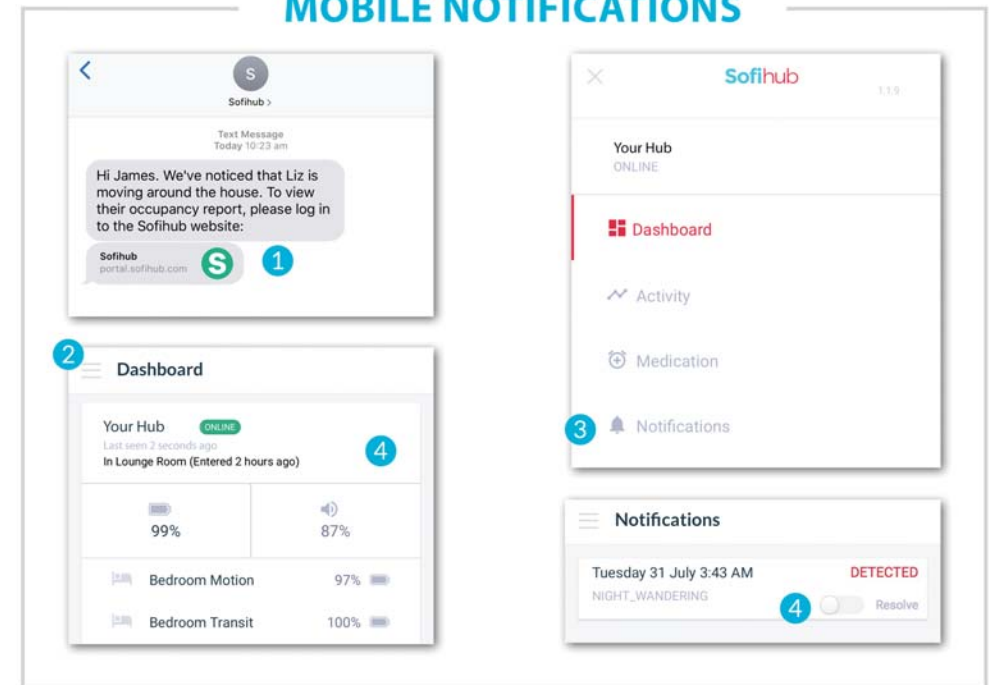
Responding on a mobile device

Sofihub will automatically send a text messaged (SMS) to the nominated carer with a brief description of what Sofihub has detected and a direct link to access the portal and view the notification in detail.

① From the text message, click on the link. This will take you to the log in screen of the Sofihub Portal. Enter your details and log in.

② Tap on the **Menu** button to the left of 'Dashboard', this will expand the menu **Quick Menu** list.

③ Tap on **Notifications**, this will take you to the Notifications list where you will see all current and past notifications. The most recent will be at the top.

④ Tap on the **Resolve** button.

NOTIFICATIONS

SETTING UP SOFIHUB

STEP ONE: PERSONAL

Sofihub requires some basic set up before it can be used, to do this, you will need navigate to the **Settings** tab and complete the fields found under **Personal, Routine and Advanced.**

1. Select **'Settings'** from the **quick menu.**

2. Type in the residents **First Name** and **Last Name.**

3. By default your **Resident Location** should say 'Australia', if it does not, change it to 'Australia' by clicking on the arrow buttons to the right.

4. And finally, you must identify where the **Sofihub has been placed in the home.** It is important check this field is accurate because it will affect the notifications, reminders and alerts.

5. Once you have finished, click **Save.**

SETTING UP SOFIHUB

What are Medication Reminders?

These reminders will be triggered it the dedicated Medication Sensor has not detected the occupant accessing their medication within a one (1) hour window of the scheduled time.

For example:

Dan needs to take his cholesterol medication at 9am, but he got distracted by his daughter calling him and forgot to take it. At 10am, Sofihub will say: "Hey Dan, I noticed that you haven't taken your Lipitor"

How to add a Medication Reminder

1. Click on the **Reminders** tab on the quick menu.

2. Click on the **Add Reminders** button, select **Medication Reminder** from the drop down menu.

    A pop up window for Medication Reminders will appear.

3. Type in the **Reminder Name**, just a simple title like: "9am Lipitor".

4. This is where you type in the message you want Sofihub to **read out,** for example: *"Hey Dan, I noticed that you haven't taken your Lipitor yet, better take it now before you forget."*

5. Enter the time that the occupant is meant to take their medication. **Note:** This sets up the trigger for Sofihub, it will now monitor for any activity from the medication sensor within an hour **either side** of this time, if the occupant takes their medication within that period then Sofihub **will not** play the reminder.

6. Medication reminders are reoccurring by default, You can chose the day(s) on which you want the message to repeat by clicking the boxes next too the corresponding days on the right.

MEDICATION REMINDERS

STEP TWO: ROUTINE

In order for Sofihub to know what is and what isn't normal behavior, you must define some simple parameters for bed time, wake time and time typically spent in the bathroom.

This is about establishing a routine for their **existing** behavior, prior to **Sofihub** being installed.

NOTE: These values can be changed at any time, they are 'windows' for activity and therefore you do not need to put exact, to the minute times.

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① Bed Times

Bed times refers to the window within which the occupant usually goes to bed. Here you can set separate **Weekdays** and **Weekends** bed times, enter the **Earliest** times and the **Latest** times by clicking into the time boxes. *Remember to check for AM/PM!*

② Waking Times

Waking times refers to the window within which the occupant usually gets up in the morning. Here you can set separate **Weekdays** and **Weekends** waking times, enter the **Earliest** times and the **Latest** times by clicking into the time boxes. *Remember to check for AM/PM!*
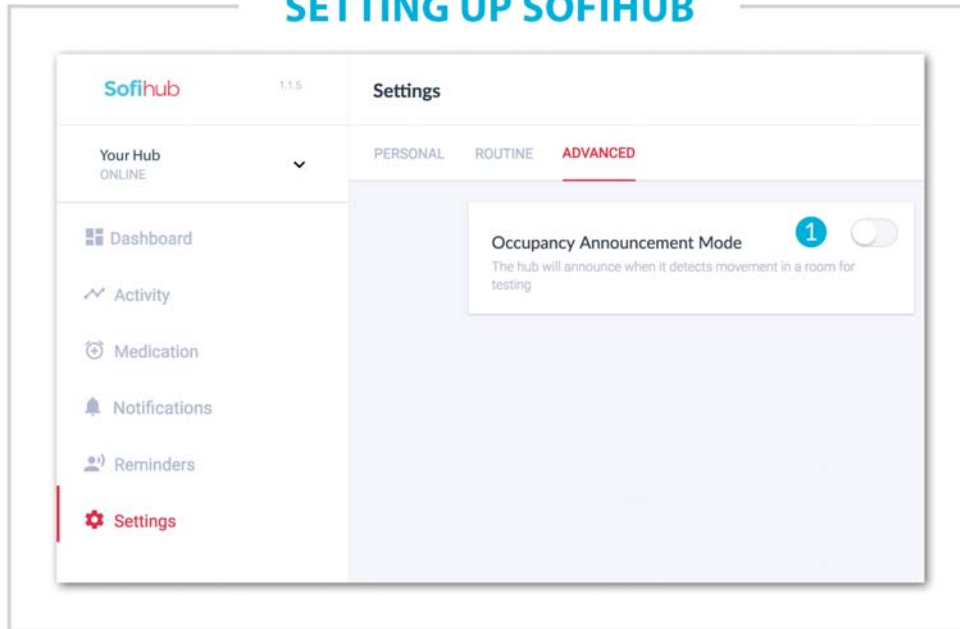
③ Maximum Bathing Duration

Here you will defined period of time (in minutes) that the occupant will typically spend in the bathroom or toilet before Sofihub will raise an alert.

For example; The occupant might have their laundry in the bathroom and spend up to 45 minutes in that space as a result, or they may be very efficient and spend no more than 20 minutes in the shower. Set this accordingly.

✳ Click save when done.

SETTING UP SOFIHUB

Sofihub | 1.1.5 | **Settings**

Your Hub
ONLINE

- Dashboard
- Activity
- Medication
- Notifications
- Reminders
- **Settings**

PERSONAL   ROUTINE   **ADVANCED**

Occupancy Announcement Mode **①**

The hub will announce when it detects movement in a room for testing

STEP THREE: ADVANCED

The advanced settings contain two important tools; the mute function and the occupancy announcement mode.

① Occupancy Announcement Mode

This function is primarily used when placing the Sofihub and its sensors in the home, allowing you to test that they are functioning correctly by announcing which sensor is tripped, for example; Sofihub will say "In Bathroom" when you walk into the bathroom.

What are Occupancy Based Reminders?

Unique to Sofihub, Occupancy Based Reminders utilise our in home wireless sensors to deliver important reminders and messages when the occupant is in the same room as Sofihub.

For example:

The occupant has a friend coming to visit in the afternoon and you want to remind them first thing in the morning. You would set the reminder to occur between 7am - 11am and let Sofihub do the rest.

How to add an Occupancy Based Reminder

① Click on the **Reminders** tab on the quick menu.

② Click on the **Add Reminders** button, select **Occupancy Based Reminder** from the drop down menu.

    A pop up window for Occupancy Based Reminders will appear.

③ Type in the **Reminder Name** , just a simple title like: "Friend coming over".

④ Enter the **Start Date**, which is the date you want this reminder to occur on.

⑤ This is where you type in the message you want Sofihub to **read out,** for example: *"Hello Steve, don't forget that your friend Ian is coming to visit at 3pm this afternoon."*

⑥ & ⑦ As these reminders are based off **activity**, not a specific time, you will enter a window within which you would like the reminder to be played if Sofihub detects the occupant has entered the room. **For example:** *If Steve enters the kitchen between 7am and 11am the message will play.*

⑧ & ⑨ If the reminder needs to occur regularly you can select the frequency here. You can then chose the day on which you want the message to repeat by clicking the boxes next too the corresponding days on the right.

OCCUPANCY BASED REMINDERS

Sofihub 1.1.5

Reminders

(2) Add Reminders ∨

Time Based Reminder

Name   Message   Date

Medication Reminder

Occupancy Based Reminder

Your Hub
ONLINE

■■ Dashboard

∿ Activity

⊙ Medication

🔔 Notifications

(1) 🔊 Reminders

⚙ Settings

Occupancy Based Reminder   ×

If the Kitchen is occupied in between start and expiry time the message will be played.

Name   **Start Date**

Reminder Name (3)   DD/MM/YYYY (4)

Message

Message to be read

(5)

Start Time   **Expiry Time**

HH:MM AM/PM (6)   HH:MM AM/PM (7)

Repeat

Never (8) ⇕   ☐ Mon   ☐ Tue   ☐ Wed   ☐ Thu   ☐ Fri   ☐ Sat   ☐ Sun

(9)

Cancel   **SAVE**

REMINDERS

TIME BASED REMINDERS
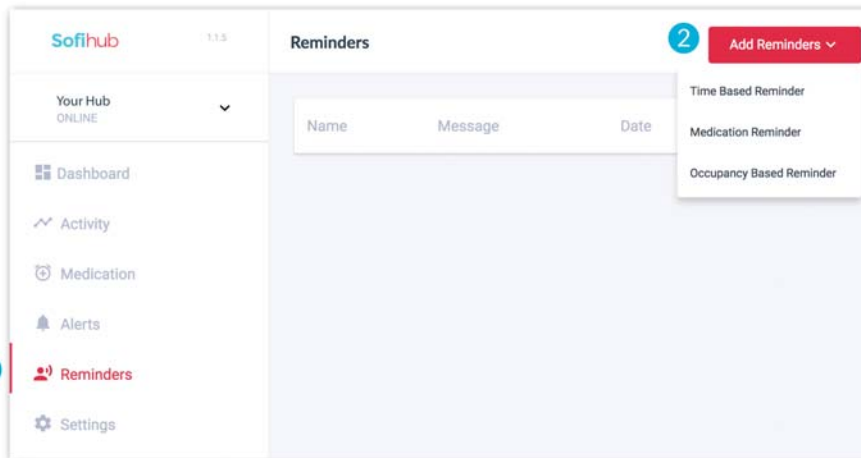
What are Time Based Reminders?

A Time Based Reminder plays at a specific time, regardless of whether anyone is around to hear it or not. These types of reminders are ideal for appointments and certain time specific activities, like a doctors appointment or community event, but they can also be valuable in reinforcing daily habits and behaviors.

For example:

"Hey James, It's 1pm. Time for your lunch, why don't you make yourself something to eat?"

"Hello Liz, It's 2:45pm. You had should leave now or you will miss the courtesy bus waiting for you at reception."

How to add a Time Based Reminder

1. Click on the **Reminders** tab on the quick menu to the left.

2. Click on the **Add Reminders** button, select **Time Based Reminder** from the drop down menu.

    A pop up window will appear.

3. Type in the **Reminder Name.** Think of it like the title of a book, keep it simple so it is easy to identify later. If the reminder is about a doctors appointment, you might call it: *"Weekly visit from Doctor Smith."*

4. This is where you type in the message you want Sofihub to **read out**: *"Hello Mary, Doctor Smith will be here in 10 minutes to see you, he likes Chamomile tea so why don't you make a fresh cuppa."*

5. Enter the date you want the message to be played.

6. Enter the time you would like the message to play.

7. & 8. If the reminder is reoccurring, such as weekly activities or monthly doctors visits, you can select the frequency here. You can then chose the day on which you want the message to repeat by clicking the corresponding boxes next too the days on the right.

2/3/4G：Test data refers to FCC ID:PKRNVWMC730，
2.4GWiFi/BLE: Test data refers to FCC ID: 2ABCB-RPI32,
SRD（908MHz）: Test data refers to FCC ID: XBAZW090